

\* For identification purpose only.

# Environmental, Social and Governance Report 2017





# CONTENTS

<b>ABOUT THIS REPORT</b>	<b>02</b>
<b>ENVIRONMENTAL AND SOCIAL SUBJECT AREAS OF THE GROUP</b>	<b>04</b>
<b>STAKEHOLDER ENGAGEMENT AND MATERIALITY</b>	<b>06</b>
<b>GENERAL DISCLOSURE</b>	<b>07</b>
<b>A. Environmental</b>	<b>07</b>
Aspect A1: Emissions	07
Aspect A2: Use of Resources	09
Aspect A3: The Environment and Natural Resources	09
<b>B. Social</b>	<b>10</b>
<b>EMPLOYMENT AND LABOUR PRACTICES</b>	<b>10</b>
Aspect B1: Employment	10
Aspect B2: Health and Safety	11
Aspect B3: Development and Training	12
Aspect B4: Labour Standards	12
<b>OPERATING PRACTICES</b>	<b>13</b>
Aspect B5: Supply Chain Management	13
Aspect B6: Product Responsibility	13
Aspect B7: Anti-corruption	14
<b>COMMUNITY</b>	<b>15</b>
Aspect B8: Community Investment	15





## About this Report

### OVERVIEW

This Environmental, Social and Governance (ESG) Report (the “Report”) of SingAsia Holdings Limited and its subsidiaries (“the Group”) for the year ended 31 July 2017 covers environmental and social subject areas in accordance with the requirements of Environmental, Social and Governance Reporting Guide stated in Appendix 20 of Rules Governing the Listing of Securities on the Growth Enterprise Market of The Stock Exchange of Hong Kong Limited. Corporate governance is addressed separately in the Corporate Governance Report.



## About this Report

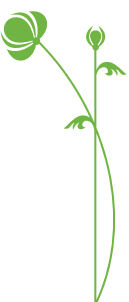
### SCOPE OF THE REPORT

The Report endeavours to present a balanced representation of the Group's environmental and social performance and covers the operations of entities in Singapore.

The content of the Report is defined through a process to determine ESG management approach, strategy, priorities and objectives relating to the Group's operations, to describe our management, measurement and monitoring system employed to implement ESG strategy, and to disclose our key policies, compliance with relevant laws and regulations, and our performance.

### APPROVED BY THE BOARD OF DIRECTORS

The board has overall responsibility for the Group's ESG strategy and reporting. The board is responsible for evaluating and determining the Group's ESG-related risks, and ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Report was approved by the board on 19 December 2017.







# Environmental and Social Subject Areas of the Group

## ABOUT THE GROUP

The Group is principally engaged in the provision of manpower outsourcing, recruitment, training and cleaning services. The Group mainly operates in Singapore. Particulars of the Group's principal entities are set out in note 1 to the consolidated financial statements for the year ended 31 July 2017.

## STRATEGIES

As a responsible corporation, the Group acknowledges the importance of sustainability as a key driver to long-term value creation for its stakeholders. Environmental and social responsibilities are recognised as the Group's core commitments to environment, external community and internal workplace, and an integral part of the Group's practice to create value for stakeholders. The Group plays its part to contribute to the communities where employees and customers work and live. The Group's commitment towards ESG issues is strong and hands-on and it is an important step towards a more sustainable society in the long run. Our strategy is to fulfil the Group's environmental and social responsibilities through achievements of environmental and social objectives during day-to-day operations.

## OBJECTIVES

We integrate environmental and social considerations into the Group's business objectives to achieve:

### Environmental objectives:

- ☀ Add environmentally friendly elements in our daily service and operation activities;
- ☀ Use energy and resources efficiently;
- ☀ Reduce greenhouse gas emissions; and
- ☀ Continuously improve waste management

### Social objectives:

- ☀ Respect employees' rights and promote an equal opportunity workplace;
- ☀ Commit to occupational safety and health, and endeavour to provide a safe and healthy workplace;
- ☀ Commit to ethical business practices, and build integrity within the workplace; and
- ☀ Support community participation

## Environmental and Social Subject Areas of the Group

### APPROACH

Monitored by the board of directors, the Group is executing its environmental and social strategy and achieving its related objectives through a series of actions and commitments:

- 🌱 Embed environmental and social objectives into business processes including decision making process;
- 🌱 Formulate and document environmental and social policies for management and staff members to follow;
- 🌱 Comply with environmental and social laws and regulations;
- 🌱 Report our performance on a balanced picture;
- 🌱 Ensure appropriate and effective ESG risk management and internal control systems are in place; and
- 🌱 Practise corporate citizenship in things we do

#### Environmental and social management system comprises:

- 🌱 The direction from the board to fulfil the ESG responsibilities;
- 🌱 Day-to-day execution of environmental and social strategy and achieving its objectives by senior management;
- 🌱 Performance and accomplishment done by employees in accordance with the Group's environmental and social policies;
- 🌱 Compliance with environmental and social laws and regulations; and
- 🌱 Review and monitoring of ESG risks management and internal control systems by the board

#### Measures for the achievement of environmental and social objectives are:

- 🌱 Environmental policies;
- 🌱 Social policies;
- 🌱 Checklists for the compliance with applicable environmental and social laws and regulations; and
- 🌱 Requiring documentation for the performance and accomplishment of environmental and social related activities or matters

The implementation of environmental and social strategies, management of environmental activities, and measurement of achieving environmental and social objectives are required to be monitored by dedicated managerial staff members and finally by the board for its overall ESG responsibility. During the year, the Group has established a team to monitor, manage, recommend and report on ESG matters. The Group takes serious account of the impact of its operations on the local community and seeks to ensure that potentially harmful occupational health and safety, environmental and social effects are properly assessed, addressed and monitored.





## Stakeholder Engagement and Materiality

Stakeholder engagement is a key success factor in formulating our environmental and social strategy, defining our objectives, assessing materiality, and establishing policies. Our key stakeholders include customers, employees, management, and shareholders. We have conducted a survey, discussed or communicated with various stakeholders in respect of ESG to understand their views, seriously consider and respond to their needs and expectations, evaluated and prioritised their inputs to improve our performance, and finally strived to provide value to our stakeholders, community and the public as a whole.

Based on the stakeholder engagement, we have identified issues with significant environmental and social impact and issues concerning stakeholders. The results of materiality assessment prioritised stakeholder inputs and made us focused on the material aspects for actions, accomplishment and reporting. Except key performance indicators which will be disclosed in our ESG report for the year ending 31 July 2018, we present below the relevant and required disclosure.





# General Disclosure

## A. ENVIRONMENTAL

The Group recognises the value of a practice to protect the natural environment for the benefit of humans. We are committed to doing everything we can to reduce the degrading of the biophysical environment.

### Aspect A1: Emissions

Emissions refer to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

- **Air and Greenhouse Gas Emissions**

Air emissions include NO<sub>x</sub>, SO<sub>x</sub>, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.

- **Air and Greenhouse Gas Emissions from Production**

In view of the Group's business nature, there were no air and greenhouse gas emissions from production.

- **Air and Greenhouse Gas Emissions from Vehicles**

In view of the Group's business nature, there were no significant air and greenhouse gas emissions from vehicles.

The Group encourages employees to consider environmental impact in their commuting decisions to reduce air and greenhouse gas emissions. Employees are reminded to walk or take public transportation as often as possible.





## General Disclosure

### — Indirect Greenhouse Gas Emissions from Electricity Consumption

Electricity consumption of the Group is a major part of its greenhouse gas emissions. Various electricity-saving policies have been established to reduce the electricity consumption by the Group. The Group encourages staff members to switch off light during daytime, maintain lamps well to keep clean, install energy-efficient lighting, and disable the standby mode for all electrical appliances, including computers, photocopiers and printers when they are not in use. Air conditioning is required to be set no lower than 25°C in summer. It is also required to ensure the windows and doors are closed while air-conditioning is on, and turn off the air-conditioning after office hours or after the usage of a meeting room.

### — Indirect Greenhouse Gas Emissions from Business Travel by Employees

The Group recognises the severity of indirect greenhouse gas emissions from business travel by employees, and requires employees to utilise teleconference instead of overseas meetings and choose railway rather than airway for short distance travel to reduce the carbon footprint of business travel.

## • Discharges into Water and Land

The Group requires that discharges, if any, into waterways and land must comply with relevant laws and regulations.

## • Generation of Hazardous Waste and Non-hazardous Waste

Our internal guidance encourages employees to handle office waste generated in a proper and environmentally friendly manner.

### — Hazardous Waste

Hazardous wastes are those defined by national regulations. There was no significant hazardous waste generated in view of the Group's business nature.

### — Non-hazardous Waste

We promote waste reduction practices including waste reduction at source, reuse, clean recycling, recover and reduction of disposal at landfills. Employees are encouraged to purchase supplies or equipment with longer life-span, to install recycling bins to collect recyclables, such as waste paper, glass or aluminium bottles, metal, and plastics, and to have recyclers to collect recyclables.

### — Paper Waste

In order to address indirect emissions relating to paper waste deposited at landfills, the Group encourages employees to apply computer technology such as emails and storage devices to reduce paper consumption, print on both sides of a sheet of paper, avoid unnecessary printing

## General Disclosure

or copying on paper, adjust documents and use space efficiency formats to optimise use of paper, and put recycling boxes near the photocopiers to collect single-sided paper for reuse and used double-sided paper for recycling.

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

### Aspect A2: Use of Resources

The Group recognises that efficient use of resources, including energy, water and other raw materials, in production, storage, transportation, buildings, electronic equipment, etc., is one of the significant aspects to protect environment.

- **Efficient Use of Energy**

The Group established policies and procedures to reduce energy consumption in the facility, to assess the energy efficiency, to increase the use of clean energy, if possible, to set applicable targets to monitor energy consumption, and to ensure power is turned off when electrical appliances are not in use.

- **Water Consumption**

The Group requires employees to reduce water consumption in the offices. For example, employees are encouraged to fully empty any containers before washing, to turn off water taps promptly, to check faucets and pipes for leaks, and to adopt water saving appliances.

- **Efficient Use of Raw Material and Packaging Material**

In view of the Group's business nature, there was no significant raw material or packaging material used in operation.

### Aspect A3: The Environment and Natural Resources

The Group is committed to reducing the operation impacts on environment and natural resources. Policies are established to consider the actual impacts on environment and natural resources and to reduce such impacts. We encourage environmental education and advocacy among employees to motivate environmentally responsible behaviour which helps fulfil the Group's commitment to minimising its adverse impacts on the environment.



## General Disclosure

### B. SOCIAL

The Group strives to fulfil its social responsibilities as a corporate citizen of communities. We endeavour to establish harmonious relationship with our employees, customers, and the communities. We care about the well-being and development of employees, ensure high standard of service responsibility, enhance transparent relationship with external parties, including customers, and contribute to our community development.

#### Employment and Labour Practices

##### Aspect B1: Employment

The Group established employment policies, including compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

- **Compensation and Dismissal**

The Group offers competitive remuneration to attract and retain talented staff members. Remuneration packages are reviewed periodically to ensure consistency with employment market. Laws and regulations on statutory social benefits are required to be followed. Dismissal is required to comply with employment laws and regulations, and to follow the internal policies and procedures, including policy on prevention of dismissal purely on employees' gender, marital status, pregnancy, disability, age or family status.

- **Recruitment and Promotion**

The Group attracts talent through fair, and flexible recruitment strategy. Recruitment process is required to include application for recruitment, description of position, collection of job applications, interview, selection, approval, and job offering. Promotion is required to be based on performance and suitability.

- **Working Hours, Rest Periods, Benefits and Welfare**

Employees' working hours, rest periods, benefits and welfare, including medical insurance, overtime payment, retirement benefits through Central Provident Fund, and statutory leave entitlement, are required to be in compliance with employment or labour laws and regulations.

- **Equal Opportunities, Diversity and Anti-discrimination**

The Group is an equal opportunity employer. We endeavour to provide a fair workplace for employees and follow the principles of equality and non-discrimination. Recruitment, remuneration, promotion, and benefits are required to be handled based on objective assessment, equal opportunity and non-discrimination regardless of gender, race, age, or other measures of diversity.

## General Disclosure

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

### Aspect B2: Health and Safety

The Group is committed to maintaining a healthy and safe workplace for employees, and to preventing workplace injuries and illnesses.

- **Providing a Safe Working Environment**

The Group requires entities to establish and document policies and procedures on safety for employees to follow, set targets for the safety of employees, monitor the safety performance against the targets periodically, and report any safety incidents to management.

- **Protecting Employees from Occupational Hazards**

One of the key factors for successfully protecting employees from occupational hazards is to train employees to protect themselves from psychological and physical hazards. The Group requires such training to be delivered to employees.

- **Work-life Balance**

The Group supports employees to enjoy leisure and sports activities outside of workplace. Monthly staff gatherings or employee birthday parties are subsidised by the Group. In May 2017, finance department organised a karaoke session for the welfare of finance staff members.

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to providing a safe working environment and protecting employees from occupational hazards.



## General Disclosure

### Aspect B3: Development and Training

The Group is committed to providing adequate training to our employees to improve their knowledge and skills for discharging duties at work. Training includes vocational training courses provided internally or externally and paid by the Group.

- **Employee Development**

The Group requires employees to attend internal and external training courses including new employee orientation and employee continuing education to improve employees' knowledge and skills for their job positions. On 7 February 2017, an external training on using payroll software was attended by relevant employees.

- **Training Activities**

Training and development courses are offered throughout the Group to upgrade employee skills and knowledge. During the year, all directors have participated in continuous professional development by attending training course or reading relevant materials on the topics related to corporate governance and regulations.

### Aspect B4: Labour Standards

The Group is committed to avoiding child and forced labour in the workplace.

- **Preventing Child and Forced Labour**

The Group prohibits child labour. It requires human resource department and user departments to work together to prevent or identify child labour, and to ensure child labour is not in the workforce.

We are committed to protecting human rights, to prohibiting forced labours, and to creating a workplace with fairness, respect, and free will for our employees.

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to child and forced labour.

## General Disclosure

### Operating Practices

#### Aspect B5: Supply Chain Management

Supply chain management is a key area of our business, which includes managing environmental and social risks of the supply chain. The Group requires suppliers to provide products and services for us with up-to-standard quality, health and safety to ensure compliance with environmental laws and regulations, and labour standards. The contracting for procurement of products and services is required to be based solely upon specification, quality, service, price, tendering, and applicable environmental and social considerations.

The Group requires impartial selection of suppliers and service providers, maximisation of competition in tendering process, approval of contract terms, compliance with laws and regulations, prevention and detection of bribery or fraud in the tendering and procurement process, and accomplishment of efficiency and cost saving in procurement.

The Group established supply chain management policies and procedures, including assessment, selection, approval, procurement, performance evaluation. Performance evaluation is required to be based on quality, service, cost, environmental protection, and social responsibilities.

#### Aspect B6: Product Responsibility

Product responsibility refers to health and safety, advertising, labelling and privacy matters relating to services provided.

- **Health and Safety**

The Group is fully responsible for our services. We ensure health and safety relating to our services provided. In view of the Group's business nature, there were no products produced.

- **Advertising**

The Group respects our customers' rights and is committed to providing accurate service information for customers in connection with their purchase decision. The Group requires careful review of advertising material to protect customers' interest.

- **Labelling**

In view of the Group's business nature, there were no products produced which require labelling.

- **Privacy Matters**

The Group is committed to protecting customer data and privacy information, and keeping business information confidential. Training to employees in this regard and proper information system security are required.

## General Disclosure

- **Methods of Redress**

Although we ensure the quality of our services, at the same time, the Group requires that services with quality, safety, or health issues should be compensated in accordance with terms of service contracts. Compensation is required to be offered to all customers who are affected with consistent treatment and procedures.

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

### **Aspect B7: Anti-corruption**

The Group established anti-corruption policies to prohibit employees from receiving any advantages offered by customers, suppliers, colleagues, or other parties, while they are performing employee duties, and prohibit any activities involving conflicts of interest, bribery, extortion, fraud, and money laundering. Staff handbook lays out the Group's expectation and guiding provisions on code of conduct. The Group encourages employees, customers, suppliers, or other parties to report incidents relating to any conflicts of interest, extortion, bribery, fraud and money laundering.

- **Compliance with Relevant Laws and Regulations that Have a Significant Impact on the Group**

For the year ended 31 July 2017, there were no confirmed non-compliance incidents in relation to bribery, extortion, fraud and money laundering.

## Community

### Aspect B8: Community Investment

The Group endeavours to support the communities in which we operate including community engagement to understand the needs of communities, and to ensure the Group's activities take into consideration of the community's interest.

- **Labour Needs**

The Group strives to enlarge the business operation so that we can hire more workers to utilise communities' available labour resources.

- **Community Activities**

We encourage our employees to participate in community activities, such as community health initiatives, sports, cultural activities, volunteer work and education donation. In September 2016, TCC Hospitality Resources Pte. Ltd., one of our subsidiaries, participated in volunteer services in connection with a television show which aimed to raise funds for those families or individuals in need of financial assistance.

- **Environmental Protection**

All employees of the Group are encouraged to participate in environmental protection activities and raise the environmental awareness of people in the communities.